

# zenzero

IT SOLUTIONS

# Zenzero helps improve ICT lessons at St James' Primary School

Case Study

## The Problem

St James' Church of England Primary School is located on the Southern outskirts of Harlow, Essex. An inclusive school working together to challenge, inspire and motivate all children, was being left behind by its IT system.

In March 2015, St James attained academy status, allowing them to join the Diocese of Chelmsford Academy Schools Trust (DCST). One of the benefits of operating as part of the DCST allowed St James to utilize an application called PS Financials, which is hosted in the cloud. This award-winning software package for; accounting, purchasing, and budgeting is delivered as Software as a Service (SaaS) solution by Zenzero.

Having seen the performance of PS Financials working as a remote app, together with the professionalism and efficiency of the Zenzero team made it apparent that the school's IT infrastructure was in need of an upgrade.

Head of the School Gina Bailey explains why the school chose Zenzero and what the major IT issues that faced them were. "Having seen their work in relation to the PS Financials application they seemed the perfect choice for our refresh project. We were running an old RM (Research Machines) server which had several issues, mainly that it kept crashing, it was running slow and we were unable to install the latest versions of important education software."

"The students and teachers were using old RM laptops which were also slow and unreliable, the overall result was a poor learning experience for students during ICT lessons. The time was right to not only implement a more robust solution which would provide a much better learning experience for the students, but to engage with an IT provider that could give us a full level of support. Overall we had lost confidence in the system, and this needed to change."

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## Key Benefits

- Better learning experience for students in ICT lessons
- Ability to use the latest education software
- Faster more reliable solution overall

## The Solution

Tom Mellish, Technical Account Manager, describes how Zenzero approached the project to address the issues. "Myself and the team worked closely with Gina and other members of staff to completely understand their requirements. The major factors that we needed to consider were budget and being able to carry out the work outside of term time to avoid any disruption to the daily running of the school. The decision was made early on that decommissioning the old server and replacing it with a new Dell PowerEdge T630 was a step in the right direction. The server was built using Microsoft Hyper V which created independent virtual environments for the students and teachers."

"Once the new server was up and running the old RM machines were replaced with 24 new Toshiba R50 laptops. To help manage these new machines we used a Microsoft Deployment Technology (MDT) server to allow for fast rebuilds of any machine in the event of a system issue or failure."

“Finally, we implemented a comprehensive online backup solution using StorageCraft technology, a high level backup platform which offers fast and easy disaster recovery solution, should the worst happen.”

## The Results

Gina Bailey from St James’ School discusses how the project went. “What can I say, we now have full confidence in our IT systems again! The whole project went extremely well from start to finish, with a faster and more reliable server, the learning experience for our ICT lessons has improved significantly. The project was carried out during the summer holidays which was ideal for us and therefore disruption was kept to an absolute minimum. The other unconditional aspect of the project was to have the ability to install and use the very latest educational software, something that we were unable to do with the old server. This has now been completely rectified and we now have no issues using the latest software.”

“Other added benefits of the new solution include higher levels of security to protect our administrative data and policies that ensure students get access to the systems that they need and can’t access content that is inappropriate.”

“Overall Zenzero have been excellent and I’m looking forward to working with them on an ongoing basis as they continue to support our IT systems to ensure that this important aspect of school life is always available to both students and teachers.”



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**Students get access to the systems that they need and can’t access content that is inappropriate”**

**Gina Bailey, St James’ Primary School**



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